

REPORT OF THE REGIONAL TECHNICAL CENTRE
 FOR THE ASIA PACIFIC

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1 Achievements of RTCAP

1.1 Up to last APPU Congress in year 2009, the number of designated postal operators (DPOs) in our region using the PTC products and services were

- 10 DPOs are using International Postal System (IPS)
- 16 DPOs are using IPS Light System to process EMS, and/or Letters and/or Parcels
- 27 DPOs are connected to POST*Net and exchanging EDI messages with their partners

1.2 Since then, there has been an increase in the number of DPOs using PTC products and services in our region. To date, out of 37 DPOs, there are

- 13 DPOs are using International Postal System (IPS)
- 17 DPOs are using IPS Light System to process EMS, and/or Letters and/or Parcels
- 30 DPOs are connected to POST*Net and exchanging EDI messages with their partners

Please refer to Annex 1 for the summary of the EDI status and the system used by the DPOs in our region up to June 2013.

2 Activities of RTCAP (2012)

In year 2012, RTCAP continued to assist the DPOs in the region to improve their delivery performance and EDI transmission performance and to assist them to extend the use of IPS and IPS Light system for all mail services.

2.1 Conduct IPS / IPS Light Training at APPC

2.1.1 IPS / IPS Light Demonstration

RTCAP was invited by APPC to conduct IPS / IPS Light presentation and demonstration in the International Mail Accounting course at Asian Pacific Postal College (APPC) on 3rd to 5th April 2012.

There were 15 participants from 11 DPOs attended the course, namely, Bhutan, Cambodia, India, Indonesia, Korea, Nepal, Oman, Philippines, Sri Lanka, Tanzania and Timor Leste.

2.1.2 IPS Light Training

RTCAP was invited by APPC to conduct IPS Light training in the IPS / IPS Light workshop at Asian Pacific Postal College (APPC) on 21st to 25th May 2012.

There were 7 participants from 7 DPOs attended the IPS Light training, namely, Bangladesh, Lao, Myanmar, Nepal, Solomon Islands, Vanuatu and Western Samoa.

2.2 Conduct Improve Operations (IO) Visit

2.2.1 RTCAP conducted the Improve Operations (IO) Visit for Parcels to the following DPOs:

- Brunei on 4th to 6th September 2012
- Vietnam on 9th to 11th October 2012.

Topics covered were understanding the mail process flow, understand the concept of EDI, understand the performance indicators from parcel reports, and understand Inward Land Rate (ILR) bonus payment (5 service features) for year 2012, analyse the monthly parcels reports, review the parcels operations and improve parcels operations.

2.2.2 RTCAP conducted the Improve Operations (IO) Visit for EMS to the following DPO:

- Thailand on 30th to 1st November 2012.

Topics covered were understand the mail process flow, understand the concept of EDI, understand the delivery standard measurement, understand the performance indicators from EMS reports, understand the EMS Performance Award Criteria for 2012 and 2013, analyse the EMS monthly performance reports, review the current EMS and EDI operations and how to improve them.

2.3 Participate in UPU Regional Quality Improvement Projects

2.3.1 UPU's Second Asia Quality of Service Project under UPU's New Approach to Field Support

RTCAP was invited by Regional Project Manager to participate in the workshop for UPU's Second Asia Quality Service Project held in Singapore on 12th to 16th March 2012 to speak on how to improve EDI performance for IPS / IPS Light users.

Topics covered were Introduction to Mail Process Flow, Analyse Performance Report and Associate Operations to Performance Indicators.

There were 8 participants from 7 DPOs, namely, Afghanistan, Bhutan, Cambodia, Iran, Myanmar, Nepal and Timor Lest.

2.3.2 Registered Articles Quality Enhancement Lead (RAQUEL) Project

RTCAP was assigned by PTC to participate in the RAQUEL Project workshop held in Vanuatu on 17th to 19th April 2012.

Topics covered were Registered Article Measurement System (RAMS), Registered Article Inquiry system (RAIS), Quality Control System (QCS) demonstration, introduction to mail process flow and concept of EDI.

There were 8 participants from 4 DPOs, namely, Cook Islands, Fiji, Tonga and Vanuatu.

RTCAP conducted the site visit together with the RAQUEL project manager to the following DPOs:

- Sri Lanka on 4th to 5th July 2012
- Nepal on 9th to 10th July 2012
- Tonga on 15th to 16th August 2012
- Myanmar on 25th to 26th September 2012

Topics covered were Overview of Mail Process Flow, Concept of EDI, Operational screens from IPS Light System for Letters, Registered Article Measurement System (RAMS) and analyse RAMS report.

2.4 Technical and General Enquiry

RTCAP continued to provide support and advice to the technical and general enquiry related to the mails applications and the EDI transmission performance from the users in the region.

3 RTCAP Planned activities for year 2013

RTCAP will continue to provide assistance to DPOs to improve their delivery performance and EDI transmission performance; and to provide technical assistance with regards to deployment, training and support mission of PTC mails applications as directed or initiated by PTC.

The plan activities for the year 2013 would be focusing on the following 4 areas:

- Provide technical assistance to PTC mails applications
- Conduct IPS / IPS Light training in APPC courses
- Conduct Quality Service Improvement (QSI) visit for APP
- Improve operations visit

3.1 Provide technical assistance to PTC mails applications

To assist DPOs who are using IPS system to migrate to the latest IPS version V5.20.

To assist DPOs who are using IPS Light system to migrate to IPS system through implementation and training visit.

3.2 Conduct IPS / IPS Light training in APPC courses

To conduct IPS / IPS Light training, presentation and demonstration in APPC courses organised by APPC, namely International Mail Accounting course and International Postal Services course.

3.3 Conduct Quality Service Improvement (QSI) visit for APP

To conduct QSI workshop visit for APP Cooperative member country to improve their delivery performance and EDI transmission performance for EMS and Parcel mails. The visit will be financially sponsored by APP Cooperative.

3.4 Improve Operations (IO) Visit

As DPOs have expanded to improve their quality of services for mails services other than EMS, RTCAP has started IO Visit for other mails services like parcels service.

As a token of appreciation, RTCAP would like to begin with the DPOs who have contributed to RTCAP SAF. RTCAP is planning to visit three DPOs each year.

4. Budget

- 4.1 The Expenditure for RTCAP in 2012 was USD 70,942.69. The amount spent was within the budget of USD 90,000 for 2012.
- 4.2 The budget expense for year 2013 to 2015 is expected between USD 80,000 and USD 84,000 annually.
- 4.3 The budget contribution is expected to be USD 65,000 annually.
- 4.4 The amount of the balance of RTCAP Special Activity Fund as at 31 December 2012 was USD 248,866.31.
- 4.5 The excess between the budget expense and budget contribution for 2013 to 2015 will be drawn from the balance of RTCAP Special Activity Fund.

Please refer to Annex 2 RTCAP Expenses for details.

Annex 1 Summary of EDI Status and System used

The status of EDI Exchange for DPOs in Asia Pacific region up to June 2013

	Postal Admin	APPU Member	Net P/G *	EDI Exchange		System	Remark
				Item	Despatch		
1	Afghanistan	X	P	X	X	IPS Light	
2	Australia	X	P	X	X	IPS	
3	Bangladesh	X	P	X	X	IPS Light	
4	Bhutan	X	P	X	X	IPS Light	
5	Brunei	X	P	X	X	IPS	
6	Cambodia	X	P	X	X	IPS	
7	China	X	P	X	X	Own	
8	Fiji	X	P	X	X	IPS Light	
9	Hong Kong, China	X	G	X	X	Own	
10	India	X	P	X	X	IPS	
11	Indonesia	X	P	X	X	IPS	
12	Iran	X	P	X	X	IPS	
13	Japan	X	P	X	X	Own	
14	South Korea	X	G	X	X	Own	
15	Laos	X	P	X	X	IPS Light	
16	Macau, China	X	G	X	X	IPS	
17	Malaysia	X	P	X	X	IPS	
18	Maldives	X	P	X	X	IPS Light	
19	Mongolia	X	P	X	X	IPS	
20	Myanmar	X	P	X	X	IPS Light	
21	Nauru	X	P			IPS Light	
22	Nepal	X	P	X	X	IPS Light	
23	New Zealand	X	G	X	X	Own	
24	Pakistan	X	P	X	X	IPS	
25	Papua New Guinea	X	P	X	X	IPS Light	
26	Philippines	X	P	X	X	IPS	
27	Singapore	X	G	X	X	IPS	
28	Solomon Island	X	P	X	X	IPS Light	
29	Sri Lanka	X	P	X	X	IPS Light	
30	Thailand	X	P	X	X	IPS	
31	Tonga	X	P	X	X	IPS Light	
32	Vanuatu	X	P	X	X	IPS Light	
33	Vietnam	X	G	X	X	Own	
34	Western Samoa	X	P	X	X	IPS Light	
35	Cook Islands		P	X	X	IPS Light	
36	Kiribati		P	X	X	IPS Light	
37	Tuvalu		P	X	X	IPS Light	

* P – POST*Net G – GXS

Annex 2 RTCAP Expenses

The actual Expenditure for 2012 is as follows:

	SGD	USD *1
Staff Salary	70,895.29	59,079.41
Telecommunication / Postage	535.02	445.85
Airfare / Travel Allowance	12,347.22	10,289.30
Computer Equipment / Maintenance / Stationery	1,353.70	1,128.08
Total	85,131.23	70,942.69

*1 Estimate exchange rate is 1 USD = 1.2 SGD

The list of voluntary contributions for 2012 is as follows:

	USD
Bhutan Post	479.72
Brunei Darussalam	980.28
China Post	4,951.61
Post Fiji	500.00
India Post	4,964.56
Pos Indonesia	2,500.00
Japan Post	40,000.00
Lao Post	477.26
Philippines Post	965.45
Nepal	500.00
Singapore Post	4,977.53
Sri Lanka Post	1,980.25
Thailand Post	1,500.00
Vietnam	959.22
Total	65,735.88

The estimated budget for 2013 is as follows:

	USD
Staff Salary	60,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	80,000.00

The estimated budget for 2014 is as follows:

	USD
Staff Salary	62,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	82,000.00

The estimated budget for 2015 is as follows:

	USD
Staff Salary	64,000.00
Telecommunication / Postage	1,000.00
Airfare / Travel Allowance	13,000.00
Computer Equipment / Maintenance / Stationery	4,000.00
Miscellaneous	2,000.00
Total	84,000.00

REVIEW OF RTCAP AND APP FOR POTENTIAL RATIONALISATION OF COSTS AND ACTIVITY

Paper by New Zealand

1. Background

- 1.1 The 2008 EC in Viet Nam re-organised the functions and activities of RTCAP and APP (both units being located in Singapore).
- 1.2 The broad definition of functions was as follows.

RTCAP

Practical assistance for installation and deployment of PTC products.

Country visits for more complex problem solving (including follow up missions as directed or initiated by PTC).

APP

Undertake activity designed to improve the quality of postal services, especially EMS, in the region and to enable members to increase market share.

Deal with the operational, commercial, technical and economic issues of postal services in the APPU.

- 1.3 Subsequent to the 2008 EC decision, the question of possible duplication of activities between the two units was raised at the 2011 EC in Mongolia. In a review that followed, there was some possible overlap of activities between the two units. However, some of this was potentially unavoidable and, in any event, may have been beneficial in terms of ensuring coverage of activities and representing synergies between the two areas of activity (e.g., dealing with technical issues, dealing with issues that indirectly contributed to improvement in quality of services).

2. Current Situation

- 2.1 Singapore, as the host organisation for both units, has confirmed that the duplication feature that was raised in 2011 is no longer a matter requiring the Union's attention. That is not to say, that it is entirely disposed of; rather, it is of a scale that is under control and may have some minor benefits.
- 2.2 Arising from informal discussions in the process of confirming the current situation, the view was expressed that it might be an opportune time to:
 - (i) reconfirm the appropriateness (e.g., continuation) and scope of activities of RTCAP in the context of stakeholder interests; and
 - (ii) review opportunities (if any) to reduce current costs for RTCAP
- 2.3 In making the two observations in sub-paragraphs (i) and (ii) above, the focus is only on RTCAP. As far as APP is concerned, its activities are governed by the APP General Assembly. The latter has not expressed a need for any review.

3. Recommendation

Singapore, supported by the Chair of the EC (New Zealand), recommends that Congress:

- (i) **notes** the matter of duplication between the two units is no longer a central issue;
- (ii) **authorises** a review being undertaken by the EC of activities, costs and general running of RTCAP with a view of enhancing current operations and efficiencies to the benefit of all APPU members; and
- (iii) **requests** the EC to endeavour to report back on its findings to the 2014 EC meeting with an appropriate proposal for adoption.